Frequently Asked Questions about the MediWeb Clinical Web Portal

1. Is enrollment in the MediWeb Clinical Web Portal mandatory?

   No, this program is entirely voluntary for prescribers and pharmacists.

2. Is there any charge for enrollment in MediWeb?

   No, this program is made available at no cost to prescribers and pharmacists.

3. Does enrollment in this MediWeb have anything to do with billing or provide a way to monitor claims payment?

   No. The MediWeb Clinical Web Portal is a clinical tool that allows prescribers and pharmacists to view up to 24 months of medical and pharmacy claims for their patients who are members of West Virginia Medicaid.

4. Does the claims information in MediWeb show how much was paid for any procedure or visit?

   No. The MediWeb Clinical Web Portal shows relevant information regarding medical and pharmacy claims, including diagnoses and procedures, but does not include any payment information for claims.

5. Since I am a dentist, how would enrollment in MediWeb benefit me?

   The MediWeb Clinical Web Portal can assist you in providing coordination of care, information about underlying medical conditions, and pharmacy history which can be used to help identify doctor shopping and duplications of therapy, especially pain medications, etc.

6. Does everyone in the practice or pharmacy need a User ID and password?

   It is strongly advised, since each healthcare provider is responsible for the appropriate use of his/her User ID and password and an audit trail is created for each one. More importantly, once MediWeb's ePrescribing feature is turned on, prescribers will need to use their personal PIN to access the ePrescribing module.

7. How does information get entered into the portal and do I have to do anything to update it?

   Information is entered into the MediWeb Clinical Web Portal from claims data. Prescribers and Pharmacists are not able, at this time, to enter data into the portal.

8. How difficult is it to get this "set up"?

    Set up is easy. All it requires is for you to send the completed, notarized access request form along with copies of your current WV board license and DEA registration to the address at the top of the form. On the access form you will be asked to select a password for your account. It is important that you select a password that is secure, but one you will remember. Once you application is processed and approved you will receive an email with your User ID. A second, separate email will be sent with your Personal Identification Number (PIN) to be used if you need to call to reset your password or, if you are a prescriber, to access the ePrescribing function once it is turned on.

9. Is the portal secure?

    Yes. The request for access process is designed to provide access only to prescribers and pharmacists for use with patients who have expressly granted permission to view their claims data. The information resides on a secure portion of the internet and is protected by multiple firewalls and other security measures.

10. Can the e-prescribing software that will be available be used for all my patients, not just Medicaid?

    Yes! Once the ePrescribing module is turned on you will be able to use the function for any patient whose insurance or PBM participates in the Surescripts network.

11. Do we need to send the Authorization to Disclose Personal Health Information back with our access request forms?

    No. You should make copies of both the Authorization to Disclose Personal Health Information (PHI) and the MEDIWEB Important Information forms and give them to patients who are enrolled in West Virginia Medicaid. Each patient needs to indicate whether permission to view his/her records through MediWeb is granted or denied and sign the form. The form then should be kept on file by the prescriber or pharmacy for 12 months. After 12 months a new form will need to be signed. The MEDIWEB Important Notice explains the benefits of MediWeb to your patients. Give them a copy with the Authorization Form so they will understand why you are asking for permission to view their PHI.

12. Does each individual pharmacist need to request access to MediWeb?

    Yes. In order to most closely control access and protect PHI we request that each pharmacist have their own User Id and password. This allows us to create more detailed audit trails and to ensure Medicaid Members that their PHI is accessed only by appropriate individuals.